



4801 Tesla Dr.
Suite C
Bowie, MD 20715

(301) 352-4901
Fax (443) 782-0652
Ron.Martin@rcm-corp.com

June 21, 2019

Sonya Pearrell, Contracting Officer's Representative, via email sonya.pearrell@gsa.gov
Chris Payton, Contracting Officer, chris.payton@gsa.gov

Copy: Vicky Niblett, Deputy Assistant Commissioner, via email vicky.niblett@gsa.gov
OIG Public Affairs via email OIG_PublicAffairs@gsaig.gov
OIG FOIA Officer via email OIGFOIA-PrivacyAct@gsaig.gov

RE: Beta.sam.gov Inappropriate Feedback Incident.

Dear Ms. Pearrell and Mr. Payton:

The purpose of this letter is to address the situation regarding inappropriate feedback submitted on the beta.sam.gov website that was attributed to current and past RCM employees.

Though RCM initially believed the situation would not warrant further investigation, new information (see Item 1 below) has come to my attention and I have considered the potential impact of the comments submitted and the fact that these comments were done under false pretenses. Given the potential severity of the acts taken to disparage and undermine RCM, I have decided that it is necessary communicate several key points regarding this situation and continue the effort to identify the person making these comments:

1. In a discussion with Salomeh Ghorbani and Nancy Goode on Tuesday, June 18, 2019, Ms. Ghorbani expressed concern about her safety due to the content of these comments. GSA has had notice about these comments and RCM's concerns as to who submitted them. Given this opaque situation, I am assuming GSA has already taken steps to investigate the matter and address any safety concerns its employees have in regard to the comments. This is especially important in that GSA has refused to provide RCM with the IP address associated with the submission.
 2. The fact that someone has impersonated RCM employees when submitting comments on a government website must implicate federal criminal
 3. These comments were disparaging and seemingly done to interfere with RCM's contract with GSA and to destroy its reputation and that of its principal.
-



4801 Tesla Dr.
Suite C
Bowie, MD 20715

(301) 352-4901
Fax (443) 782-0652
Ron.Martin@rcm-corp.com

Background

September 30, 2016 – RCM Solutions was awarded Order Number GSQ15161A0021 on its Professional Services Schedule Number GS-10F-0198U to provide Program Management, Communications, User Analysis, and Training to General Services Administration's Integrated Award Environment (IAE). RCM has been performing the services from September 30, 2016 through the present.

May 23, 2019 – the undersigned received a call from Sonya Pearrell, the contract's Contracting Officer's Representative (COR) stating that there was feedback left on the beta.sam.gov website that was inappropriate and was attributed to Ron Martin ("Mr. Martin"). Specifically, the feedback stated, "Nancy Goode and Salomeh Ghorbani need to both go on vegan diets." Ms. Goode and Ms. Ghorbani are federal employees supporting IAE. Ms. Pearrell, subsequently forwarded the email to RCM (Attachment A).

Ms. Pearrell provided Mr. Martin with another email (Attachment B) containing two additional instances of an individual pretending to be 1) Mark Rivard, a past RCM employee, and 2) Nancy Goode.

Mr. Martin went to GSA to discuss this situation with Ms. Ghorbani, in person. Mr. Martin apologized and assured her that he did not post the comments himself. Mr. Martin also left a voicemail for Ms. Goode, who teleworks from Florida.

RCM formally requested, via email to the COR (Attachment C), that GSA provide RCM with the IP Address that the comments were submitted from. I received confirmation of the request via email (Attachment D) and the Deputy Assistant Commissioner, Vicky Niblett was copied on the acknowledgement.

May 24, 2019 – Received update from COR that "request for additional information is still pending" (Attachment E).

On or about May 28 – Mr. Martin received a call from Ms. Niblett wherein she stated the IP address was accessing the internet/beta.sam.gov from the Fredericksburg, Virginia area and that it was the same IP Address for all three of the feedback comments. She also stated that the IP Address was being used to access beta.sam.gov on a regular basis and during the early morning hours.

May 29, 2019 – Received an update from the COR (Attachment F). Matt McGuire stating "Unfortunately, the way the Beta.SAM.gov is setup with logging and forwarding logs there does not appear to be a way to do it, or at least that I've found. All application and system logs are supposed to flow to Splunk, but I see limited IAE Application logs making it to Splunk and only the system logs that BAH has implemented. I will check



4801 Tesla Dr.
Suite C
Bowie, MD 20715

(301) 352-4901
Fax (443) 782-0652
Ron.Martin@rcm-corp.com

with Octo.” This email also stated that it was an IP address linked to a Verizon FIOS account out of Fredericksburg, VA.

Mr. Martin and Ms. Niblett exchanged emails (Attachment G) on the status and Ms. Niblett confirmed “The IP in question started hitting Beta.SAM on 5/25 @ 1:10 AM until 4:22 AM. On 5/26 the person at that IP started hitting Beta.SAM at 12:30 AM until 3:45 AM. Then at 4:30 PM the traffic against Beta.SAM started again until 1:30 AM on 5/27. The user started hitting Beta.SAM again @ 6:30 PM on 5/27 until 6:45 PM”

June 10, 2019 – Mr. Martin requested an update on access to the IP Address (Attachment H)

June 12, 2019 – Mr. Martin requested and received a contact for the legal department from the COR (Attachment I).

Mr. Martin sent an email to Mr. Goco (Attachment J) requesting assistance.

June 13, 2019 – Mr. Martin received a response (Attachment K) from Ms. Niblett stating “Security will not allow us to release the IP information. In addition, that IP address has not logged a GSA System with user credentials.” Mr. Martin responded that he will request it through legal.

On or about June 17, 2019 – Mr. Martin had a phone call with Mr. Matt McGuire. Mr. McGuire confirmed that GSA cannot identify a specific person with the IP address. He mentioned that they might be making changes to the website so as to require a user to log in to provide feedback on the system. Mr. Martin let Mr. McGuire know that RCM was considering steps to get access to the IP Address, but was unsure of the value of moving forward at this time. Mr. McGuire said he was “not sure how much more we can accomplish” and stated “it could be anyone, even a federal employee.”

June 18, 2019 – Mr. Martin had a discussion with Ms. Goode and Ms. Ghorbani about the progress towards identifying the individual responsible for the comments. I advised them that while RCM was willing to move forward, we were not sure of the value of moving forward at this time. Both Ms. Goode and Ms. Ghorbani stated they were ok with not taking additional action at this time.

Prior to the conversation ending, Ms. Ghorbani made a statement to the effect “I hope whoever did this does not track me down and shoot me.” and “Nancy, you do not have to worry you live in Florida.” Clearly, this was new, important information for me to consider.



4801 Tesla Dr.
Suite C
Bowie, MD 20715

(301) 352-4901
Fax (443) 782-0652
Ron.Martin@rcm-corp.com

Next Steps

Due to the severity of this situation, RCM will be pursuing the following steps

RCM is copying OIG with the expectation it will conduct an investigation.

RCM will submit a Freedom of Information Act (FOIA) request for the IP address.

RCM believes this situation was meant to interfere with its business and disparage its reputation and, therefore, RCM is evaluating its legal options.

RCM prefers to work with GSA to resolve this situation and ensure the responsible person is appropriately held responsible.

Please feel free to contact me if you have any further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Martin", with a stylized flourish at the end.

Ronald C. Martin
President & CEO



ATTACHMENT A

Ron Martin

From: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>
Sent: Thursday, May 23, 2019 9:35 AM
To: Ron Martin
Subject: Fwd: SAM.gov Feedback Responses | prod
Attachments: Feedback_2019-05-22.XLSX

Sincerely,

Sonya Pearrell
Program Analyst/COR
GSA/FAS/IAE
Office of Systems Management
Management & Program Support Division
Office: 202-219-0214
Cell: 202-257-6494

----- Forwarded message -----

From: Salomeh Ghorbani - QD2C <salomeh.ghorbani@gsa.gov>
Date: Thu, May 23, 2019 at 9:14 AM
Subject: Fwd: SAM.gov Feedback Responses | prod
To: Sonya Pearrell (IAM) <sonya.pearrell@gsa.gov>

I am SO done...

Salomeh Ghorbani CISSP, PMP, FAC PPM III,
ITIL v.3 Expert, SAFe Agilist
IAE Stakeholder Engagement and Outreach Division
General Service Administration (GSA)
Office 703.605.3467

Please consider the environment before printing this email.

----- Forwarded message -----

From: <no-reply-sam@gsa.gov>
Date: Wed, May 22, 2019 at 9:55 PM
Subject: SAM.gov Feedback Responses | prod
To: <salomeh.ghorbani@gsa.gov>

Please find feedback report for - 2019-05-22
number of records:4



ATTACHMENT A

Excel Spreadsheet Attached to Email

FEEDBACK ID	FEEDBACK PATH	QUESTION	RESPONSE	QUESTION TYPE	USER ID	CREATE DATE
2106	/	What do you like or dislike about beta.SAM.gov?	Entire Comms Project	textarea	ron.martin@rcm-corp.com	2019-05-22 01:09:44.345
2107	/	What changes or improvements would you suggest?	Nancy Goode and Salomeh Ghorbani need to both go on vegan diets.	textarea	ron.martin@rcm-corp.com	2019-05-22 01:09:44.345
2108	/	May we contact you if we have questions about your feedback?	ron.martin@rcm-corp.com	radio-text	ron.martin@rcm-corp.com	2019-05-22 01:09:44.345
2109	/fal/694399639e7f4dfbafcd7b3e71948e93/view	What do you like or dislike about beta.SAM.gov?	pdf on the webpage. Please change. Thanks.	textarea		2019-05-22 10:39:43.022



ATTACHMENT B

Ron Martin

From: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>
Sent: Thursday, May 23, 2019 3:14 PM
To: Ron Martin
Subject: Fwd: Here are two other instances of known fakers....
Attachments: Feedback_2019-05-08.XLSX; Feedback_2019-04-26.XLSX

Sincerely,

Sonya Pearrell
Program Analyst/COR
GSA/FAS/IAE
Office of Systems Management
Management & Program Support Division
Office: 202-219-0214
Cell: 202-257-6494

----- Forwarded message -----

From: Salomeh Ghorbani - QD2C <salomeh.ghorbani@gsa.gov>
Date: Thu, May 23, 2019 at 2:48 PM
Subject: Here are two other instances of known fakers....
To: Sonya Pearrell (IAM) <sonya.pearrell@gsa.gov>

One pretending to me Mark Rivard
One pretending to be Nancy

Thanks
Salomeh Ghorbani CISSP, PMP, FAC PPM III,
ITIL v.3 Expert, SAFe Agilist
IAE Stakeholder Engagement and Outreach Division
General Service Administration (GSA)
Office 703.605.3467

Please consider the environment before printing this email.



ATTACHMENT B

Excel Spreadsheet #1 Attached to Email

ITEM NO.	FEEDBACK PATH	QUESTION	RESPONSE	QUESTION TYPE	USER ID	DATE/TIME
2011	/entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	What do you like or dislike about beta.SAM.gov?	I like the new look. Fewer pages to open to get search information when looking for partner and competitor information. The SBA's Dynamic Small Business Search hyperlink does not work on entity information pages. In reviewing our corporate information it shows where we failed to provide complete data that may be used by government buyers to identify us as a potential vendor. The old system did not display in this format.	textarea	vwalczak@victori-innovations.com	2019-05-08 09:42:35.119
2012	/entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	What changes or improvements would you suggest?	None at this time. I am interested in the update/registration process and how that will work. Further integration of FBO and FPDs will be very useful if we can tag to our registration. It can eliminate some of the high priced opportunity search providers that small businesses such as ours can't afford but can't afford to be without. This site will help with strategic planning for our future and make us a better (more affordable) service provider to the federal market.	textarea	vwalczak@victori-innovations.com	2019-05-08 09:42:35.119
2013	/entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	May we contact you if we have questions about your feedback?	vwalczak@victori-innovations.com	radio-text	vwalczak@victori-innovations.com	2019-05-08 09:42:35.119
2014	/entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	What do you like or dislike about beta.SAM.gov?	entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	radio-text	vwalczak@victori-innovations.com	2019-05-08 10:00:00.000
2015	/entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	What changes or improvements would you suggest?	entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	radio-text	vwalczak@victori-innovations.com	2019-05-08 10:00:00.000
2016	/entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	May we contact you if we have questions about your feedback?	entity/079718666?keyword=s=VICTOR%20INNOVATIONS%20COMPANY,%20INC.&sort=relevance&index=&is_active=true&page=1	radio-text	vwalczak@victori-innovations.com	2019-05-08 10:00:00.000
2017	/wage-determination/2015-4184/11#history	What do you like or dislike about beta.SAM.gov?	1. Do not like the new format. I cannot figure out how to save a copy of the WD on my computer without printing off the document and scanning back to my computer. Right now I can save the document very easily. 2. I can't figure out how to find any weekly SCA changes. I found the DBA determinations, but the website said changes were available on or after May 3; however, the list was actually the list for May 10. 3. I do see some benefit to the new layout, but would like to have the ability to switch back to the current layout.	textarea	duane.jackson@onsigroup.com	2019-05-08 13:13:41.508
2018	/wage-determination/2015-4184/11#history	What changes or improvements would you suggest?	1. Create the ability to save WDs in a text file (.txt) format in an easy manner. (if it does exist, I can't find it.)	textarea	duane.jackson@onsigroup.com	2019-05-08 13:13:41.508
2019	/wage-determination/2015-4184/11#history	May we contact you if we have questions about your feedback?	These are initial comments. I will continue to review the new layout and provide input.	radio-text	duane.jackson@onsigroup.com	2019-05-08 13:13:41.508
2020	/profile/subscriptions	What do you like or dislike about beta.SAM.gov?	Did I register as a Federal Contract Specialist or Vendor? I see the DOL wages will be here, but I just want to look up vendor cage codes to see if they are still active. How do you do that here?	textarea	tom4mdr@yahoo.com	2019-05-08 14:24:23.993
2021	/profile/subscriptions	May we contact you if we have questions about your feedback?	tom4mdr@yahoo.com	radio-text	tom4mdr@yahoo.com	2019-05-08 14:24:23.993
2022	/search?keywords=SP8EF14 Q0185&sort=relevance&index=&is_active=false&page=1	What do you like or dislike about beta.SAM.gov?	It's clean and easy to read.	textarea	sdubois@cocoon-inc.com	2019-05-08 16:36:32.222
2023	/search?keywords=SP8EF14 Q0185&sort=relevance&index=&is_active=false&page=1	What changes or improvements would you suggest?	I would like to be able to search for historical solicitations. I've been trying to search some solicitations that were never awarded, cancelled etc. to find out what happened.	textarea	sdubois@cocoon-inc.com	2019-05-08 16:36:32.222
2024	/search?keywords=SP8EF14 Q0185&sort=relevance&index=&is_active=false&page=1	May we contact you if we have questions about your feedback?	sdubois@cocoon-inc.com	radio-text	sdubois@cocoon-inc.com	2019-05-08 16:36:32.222



ATTACHMENT B

Excel Spreadsheet #2 Attached to Email

A	B	C	D	E	F	G
FEEDBACK ID	FEEDBACK PATH	QUESTION	RESPONSE	QUESTION TYPE	USER ID	CREATE DATE
1951	/	What do you like or dislike about beta.SAM.gov?	OTP sign in process is not good	textarea	markrivard@gmail.com	2019-04-26 11:48:49.584
1952	/	What changes or improvements would you suggest?	poor responsiveness on feedback sent in March 2019	textarea	markrivard@gmail.com	2019-04-26 11:48:48.584
1953	/	May we contact you if we have questions about your feedback?	markrivard@gmail.com	radio-text	markrivard@gmail.com	2019-04-26 11:48:43.584
1954	/search?index=cda	What do you like or dislike about beta.SAM.gov?	Hi I am on a list for domestic violence and disability benefits I was told that i getting help. This site is for Canadians to every time I turn around more money is being asked by your government. I was under the impression at the money was to help people with all medical and improving our quality of life. I have give your government department over \$10,000.00, now you want more. Please give me back all my money please	textarea		2019-04-26 15:10:28.371



ATTACHMENT C

Ron Martin

From: Ron Martin
Sent: Thursday, May 23, 2019 1:07 PM
To: Sonya Pearrell - QD2AA
Subject: Formal Request

Sonya,

I am officially requesting that GSA provide me with the IP addresses that pinged the beta.sam.gov website at the time the feed back form was submitted. RCM is committed to identifying and taking action against the individual that performed this senseless act.

Thanks, Ron



Ronald C. Martin
CEO and President

Office (301) 352-4901
Fax (301) 464-2853

4801 Tesla Dr., Suite C
Bowie, MD 20715

© 2017 by RCM Solutions.
All Rights Reserved.

Check out our new website!

www.rcm-corp.com



ATTACHMENT D

Ron Martin

From: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>
Sent: Thursday, May 23, 2019 1:10 PM
To: Ron Martin
Cc: Vicky Niblett
Subject: Re: Formal Request

Hello Ron,

I have copied Vicky for her response.

Sincerely,

Sonya Pearrell
Program Analyst/COR
GSA/FAS/IAE
Office of Systems Management
Management & Program Support Division
Office: 202-219-0214
Cell: 202-257-6494

On Thu, May 23, 2019 at 1:07 PM Ron Martin <ron.martin@rcm-corp.com> wrote:

Sonya,

I am officially requesting that GSA provide me with the IP addresses that pinged the beta.sam.gov website at the time the feed back form was submitted. RCM is committed to identifying and taking action against the individual that performed this senseless act.

Thanks, Ron



Ronald C. Martin
CEO and President

Office (301) 352-4901
Fax (301) 464-2853

4801 Tesla Dr., Suite C
Bowie, MD 20715

©2017 by RCM Solutions.
All Rights Reserved.



ATTACHMENT E

Ron Martin

From: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>
Sent: Friday, May 24, 2019 8:37 AM
To: Ron Martin
Cc: Vicky Niblett
Subject: Re: Formal Request

Hello Ron,

I have been in contact with Vicky this morning and your request for additional information is still pending.

Sincerely,

Sonya Pearrell
Program Analyst/COR
GSA/FAS/IAE
Office of Systems Management
Management & Program Support Division
Office: 202-219-0214
Cell: 202-257-6494

On Fri, May 24, 2019 at 7:49 AM Ron Martin <ron.martin@rcm-corp.com> wrote:

Good morning,

Since there were two other instances, and it appears as though at least one of them is likely the same person that used my name, we should be able to see if there is common IP address that appears during both those times. Please let me know what I can do to get this information.

Thanks, Ron



ATTACHMENT F

Ron Martin

From: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>
Sent: Wednesday, May 29, 2019 4:51 AM
To: Ron Martin
Cc: Chris Payton - 5QZA
Subject: Fwd: Formal Request

----- Forwarded message -----

From: Matthew R. McGuire <matthew.mcguire@gsa.gov>
Date: Tue, May 28, 2019, 11:01 AM
Subject: Re: Formal Request
To: Vicky Niblett - QD2 <vicky.niblett@gsa.gov>
Cc: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>

Unfortunately, the way the Beta.SAM.gov is setup with logging and forwarding logs there does not appear to be a way to do it, or at least that I've found. All application and system logs are supposed to flow to Splunk, but I see limited IAE Application logs making it to Splunk and only the system logs that BAH has implemented. I will check with Octo.

Matt

Matthew R. McGuire
Director, Office of the Assistant CIO Acquisition IT
Cell: 202.821.8006
e-mail: matthew.mcguire@gsa.gov

On Tue, May 28, 2019 at 10:57 AM Vicky Niblett - QD2 <vicky.niblett@gsa.gov> wrote:
Is there any way to link a user name to that IP?

Regards,
Vicky

Vicky Niblett
Deputy Assistant Commissioner, Integrated Award Environment
GSA Federal Acquisition Service
1800 F Street, Washington, DC
Email: vicky.niblett@gsa.gov
Phone: 202-394-7572

On May 28, 2019, at 10:53 AM, Matthew R. McGuire <matthew.mcguire@gsa.gov> wrote:

Hi Sonya and Vicky,

The IP Address is coming back as Verizon FIOS out of Fredericksburg, VA.

Thank you,



ATTACHMENT G



Vicky Niblett - QD2

May 29, 2019, 1:47 PM



to me ▾

The IP in question started hitting Beta.SAM on 5/25 @ 1:10 AM until 4:22 AM. On 5/26 the person at that IP started hitting Beta.SAM at 12:30 AM until 3:45 AM. Then at 4:30 PM the traffic against Beta.SAM started again until 1:30 AM on 5/27.

The user started hitting Beta.SAM again @ 6:30 PM on 5/27 until 6:45 PM

Regards,
Vicky

Vicky Niblett
Deputy Assistant Commissioner, Integrated Award Environment
GSA Federal Acquisition Service

- * Keep it reliable.
- * Be economical.
- * Aim to reduce burden.



Ronald Martin - QD-C <ronald.martin@gsa.gov>

May 29, 2019, 2:00 PM



to Vicky ▾

And all these were from the Fredericksburg area? None of the RCM employees live anywhere near Fredericksburg. Neither did any of our past employees, at least not in the last year.

Have you found out if I can get the IP address?

Ron





ATTACHMENT H



Ronald Martin - QD-C <ronald.martin@gsa.gov>

to Vicky ▾

Jun 10, 2019, 10:45 AM (10 days ago)



Any progress on RCM getting the IP address?

Thanks, Ron





ATTACHMENT I

Ron Martin

From: Sonya Pearrell - QD2AA <sonya.pearrell@gsa.gov>
Sent: Wednesday, June 12, 2019 8:57 AM
To: Ron Martin
Subject: Re: GSA Legal

Hello Ron,

Please contact Nick Goco and tell him that I referred you. He should be able to put you in contact with the right person.

Nick (Rolando) Goco
Asst IG for Auditing
rolando.goco@gsaig.gov

202-501-2322

Sincerely,

Sonya Pearrell
Program Analyst/COR
GSA/FAS/IAE
Office of Systems Management
Management & Program Support Division
Office: 202-219-0214
Cell: 202-257-6494

On Wed, Jun 12, 2019 at 7:49 AM Ron Martin <ron.martin@rcm-corp.com> wrote:

Do you have a contact in legal that I can send my request for the IP address?

Thanks, Ron



Ronald C. Martin
CEO and President

Office (301) 352-4901
Fax (301) 464-2853

4801 Tesla Dr., Suite C
Bowie, MD 20715



ATTACHMENT J



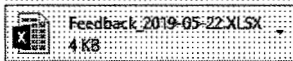
Ron Martin

rolando.goco@gsaig.gov, Sonya Pearrell - QDZAA

1 Wed

Request for information related to sam.gov feedback

Follow up. Start by Thursday, June 13, 2019. Due by Thursday, June 13, 2019.
You forwarded this message on 6/19/2019 9:45 AM.



Good morning Mr. Goco,

Sonya Pearrell (the COR) on our contract at GSA IAE, referred me to you. I hope that you can help me or refer me to the appropriate person.

Below is an email that Sonya forwarded to me a few weeks ago. The attachment provides feedback that users of the new beta.sam.gov system can give to recommended improvements to the system. As you can see within the attachment, someone made derogatory statements against Nancy Goode and Salomeh Ghorbani (GSA employees) and put my name and email as the user making the comments. I can assure you that I did not make those comments.

The system does not require the user to login to make comments, therefore the information is not logged in the system. However, the system does store the IP address used, which can be used to identify the device/person that made the comment.

RCM feels it is imperative to identify this person and take the necessary actions to ensure it does not happen again. Therefore, I am requesting that GSA provides us with the IP Address that used to make the comments, and the date and time for each instance that IP Address access beta.sam.gov.

Please let me know how I can gain access to this information.

Sincerely,

Ron Martin



Ronald C. Martin
CEO and President

Office (301) 352-4981
Fax (301) 464-2853

4801 Tesla Dr., Suite C
Bowie, MD 20715

© 2017 by RCM Solutions.
All Rights Reserved.

Check out our new website!

www.rcm-corp.com



ATTACHMENT K



Vicky Niblett - QD2

Jun 13, 2019, 4:11 PM (7 days ago)



Ron, Security will not allow us to release the IP information. In addition, that IP address has not logged in to a GSA System with user credentials.



Ronald Martin - QD-C <ronald.martin@gsa.gov>

Jun 13, 2019, 4:44 PM (7 days ago)



to Vicky, Sonya, Matthew ▾

Ok, I will requested it formally through legal.

I feel it is important for me to take action on it.

Ron





ATTACHMENT L

beta.sam.gov Feedback Postings



Ronald Martin - QD-C <ronald.martin@gsa.gov>
to Sonya, Vicky, Matthew, Salomeh, Nancy, Ron ▾

Tue, Jun 18, 11:42 AM (2 days ago)



Good morning,

Here is the current status of what we know about the inappropriate feedback left on beta.sam.gov:

1. Matt has determined that the IP address that left the 3 messages are the same.
2. The IP address in question is accessing the internet in the Fredericksburg area and accesses beta.sam.gov on a regular basis and often during the early morning hours
3. RCM has no current or past employees that live in that area.
4. RCM has requested the IP address so we could investigate further, but GSA is unlikely to provide without a court order due to privacy issues.
5. Even if RCM had the IP address, RCM would need a court order to force the ISP to provide the account holder information.
6. It is my understanding that ISP's only keep the information for a limited time, therefore, the data may not be available once the court orders are received and the information is provided.

After discussions with Vicky, Matt, Salomeh and Nancy, I have determined there is little value or need in pursuing the required court orders to "potentially" identify the person.

I remain frustrated that RCM, and my name specifically, was used in such an inappropriate way and apologize for the harm it created to Salomeh and Nancy.

Please let me know if you have any questions.













